

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

QUALITY CONTROL ANALYST

JOB DESCRIPTION

Employees in this job complete or oversee a variety of professional assignments to measure and improve the accuracy and effectiveness of processes for delivery of public assistance and services. Duties are performed in accordance with federal quality control regulations and existing state program policies.

There are four classifications in this job.

Position Code Title – Quality Control Analyst -E

Quality Control Analyst 9

This is the entry level. As a trainee, the employee carries out a range of professional quality control analyst assignments while learning the methods of the work.

Quality Control Analyst 10

This is the intermediate level. The employee performs an expanding range of professional quality control analyst assignments in a developing capacity.

Quality Control Analyst P11

This is the experienced level. The employee performs a full range of professional quality control analyst assignments in a full functioning capacity. Considerable independent judgment is used to make decisions in carrying out assignments that have significant impact on services or programs. Guidelines may be available, but require adaptation or interpretation to determine appropriate courses of action.

Position Code Title – Quality Control Analyst -A

Quality Control Analyst 12

This is the advanced level. The employee may function as a lead worker or senior worker. At this level, employees are responsible for overseeing the work assignments of other professionals or have regular assignments that have been recognized by Civil Service as having significantly greater complexity than those assigned at the experienced level in the series.

NOTE: Employees generally progress through this series to the experienced-level based on satisfactory performance and possession of the required experience.

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JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Reviews public assistance cases to ascertain the correctness of client eligibility determinations and payment decisions, and the appropriateness of the services provided.

Analyzes case records and interview information, subject to review by federal and state monitors, to determine the accuracy and timeliness of the agency's evaluation of client eligibility and need.

Conducts interviews with clients and community sources to verify eligibility, correctness of payment decisions and the appropriateness of the services programs provided; utilizes developed techniques to elicit cooperation and participation in potentially volatile situations.

Refers suspected fraud cases for review and investigation.

Analyzes the nature and cause of errors to identify areas needing improvement in the department's processes and systems for determining eligibility.

Prepares reports of findings, explaining errors, citing appropriate regulations.

Meets with supervisors, managers, and county directors to discuss findings and recommendations.

Develops, implements, and coordinates local office strategies, including corrective action plans and quality improvement strategies, in order to respond to various local, state, and federal audits.

Provides technical assistance to local office, zone, county, and central office staff regarding specific human services program areas.

Participates in the development and execution of surveys and studies to provide the department with information for continuous quality improvement.

Practices on-the-job quality improvement by leading, facilitating, or participating in quality improvement teams

Functions as an information analyst to Social Services staff in quality theory and the practice of quality management principles.

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Maintains records and conducts correspondence related to the work.

May perform related essential functions appropriate to the class and other non-essential functions as required.

Additional Job Duties

Quality Control Analyst 12 (Lead Worker)

Oversees the work of professional staff by making and reviewing work assignments, establishing priorities, coordinating activities, and resolving related work problems.

Quality Control Analyst 12 (Senior Worker)

Performs on a regular basis professional quality control analyst assignments, which are recognized by Civil Service as more complex than those assigned at the experienced level.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is necessary at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of interviewing techniques and methods for obtaining and communicating information.

Knowledge of federal and departmental quality control policies and financial assistance programs.

Knowledge of procedures and forms used to determine client eligibility.

Knowledge of social services programs.

Ability to interpret laws, rules, and regulations.

Ability to conduct investigative interviews.

Ability to analyze and evaluate information from a variety of sources.

Ability to maintain records, and prepare reports and correspondence related to the work.

Ability to function as a facilitator in a group setting.

Ability to communicate effectively with others.

Ability to maintain favorable public relations.

Additional Knowledge, Skills, and Abilities

Quality Control Analyst 12 -A (Lead Worker)

Ability to organize and coordinate the work of others.

Ability to set priorities and assign work to other professionals.

Working Conditions

Some jobs require travel.

Jobs are located in social services offices.

Physical Requirements

None.

Education

Possession of a bachelor's degree in social welfare, social work, sociology, psychology, family ecology, consumer/community services, family and child development, counseling and guidance, education, or criminal justice.

Experience

Quality Control Analyst 9

No specific amount or type is required.

Quality Control Analyst 10

One year of professional experience reviewing policies and procedures used to determine and maintain client eligibility, equivalent to a Quality Control Analyst in state service.

Quality Control Analyst P11

Two years of professional experience reviewing policies and procedures used to determine and maintain client eligibility, equivalent to a Quality Control Analyst in state service, including one year equivalent to an intermediate level Quality Control Analyst.

Quality Control Analyst 12

Three years of professional experience reviewing policies and procedures used to determine and maintain client eligibility, equivalent to a Quality Control Analyst in state service, including one year equivalent to a Quality Control Analyst P11.

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Alternate Education and Experience

Quality Control Analyst 10

Six years of experience as an Assistance Payments Worker may be substituted for the education and experience requirements.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>
QUACONALT	Quality Control Analyst

<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Quality Control Analyst-E	QUACTRE	NERE-135
Quality Control Analyst-A	QUACTRA	NERE-138

ECP Group 2
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